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Edward J. Shoen

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EXAMINER

SALLIARD, SHANNON S

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PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

| | | | |
|------------------------------|---------------------------------------|-------------------------------------|--|
| Office Action Summary | Application No. 10/087,193 | Applicant(s) SHOEN ET AL. | |
| | Examiner SHANNON S. SALIARD | Art Unit 3628 | |

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 03 February 2009.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-3 and 5-30 is/are pending in the application.
- 4a) Of the above claim(s) 3,5 and 26-29 is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1,2,6-25 and 30 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date <u>2/10/09</u> . | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Status of Claims

1. Applicant has amended claims 1, 2, and 30. Claims 3, 5, and 26-29 have been withdrawn. Claim 4 has been cancelled. No claims have been newly added. Thus, claims 1, 2, 6-25, and 30 remain pending and are presented for examination.

Response to Arguments

2. Applicant's amendments filed 03 February 2009 with respect to the objections of claim 30 have been fully considered and are persuasive. Thus, the objection of claim 30 has been withdrawn.

3. Applicant's amendments filed 03 February 2009 with respect to the rejections of the claims under 35 U.S.C. 101 have been fully considered and are persuasive. Thus, rejections of the claims under 35 U.S.C. 101 have been withdrawn.

4. Applicant's arguments with respect to claims 1, 2, 6-25, and 30 under 35 U.S.C. 103 (a) has been considered but is moot in view of the new ground(s) of rejection.

Drawings

5. The drawings are objected to because portions of the drawings are informal and drawn by hand. Corrected drawing sheets in compliance with 37 CFR 1.121(d) are required in reply to the Office action to avoid abandonment of the application. Any amended replacement drawing sheet should include all of the figures appearing on the immediate prior version of the sheet, even if only one figure is being amended. The

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figure or figure number of an amended drawing should not be labeled as "amended." If a drawing figure is to be canceled, the appropriate figure must be removed from the replacement sheet, and where necessary, the remaining figures must be renumbered and appropriate changes made to the brief description of the several views of the drawings for consistency. Additional replacement sheets may be necessary to show the renumbering of the remaining figures. Each drawing sheet submitted after the filing date of an application must be labeled in the top margin as either "Replacement Sheet" or "New Sheet" pursuant to 37 CFR 1.121(d). If the changes are not accepted by the examiner, the applicant will be notified and informed of any required corrective action in the next Office action. The objection to the drawings will not be held in abeyance.

Claim Rejections - 35 USC § 112

6. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

7. **Claims 1, 2, 6-9, 13-20, and 31** are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

As per **claims 1, 2, and 31**, limitation "an inventory information capture having..." as written is vague and indefinite. It is unclear to the Examiner whether the inventory information capture is utilized to input information relating to self-storage units in one or more self-storage facilities or the inventory information capture is where information,

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relating to self-storage units, that was previously collected has been stored. For the purpose of examination, the Examiner will interpret the customer information capture as an interface. A similar analysis takes place for the claimed "customer information capture", and as such the customer information capture will also be interpreted to be an interface.

Further, it unclear whether the claimed "reporting feature" is structural or functional. As defined a "feature" is a characteristic or property of a device or software application computer process or an intended behavior of a computer program, and as such will not be considered a structural limitation. Since a feature is a behavior, it should be followed by an action. For example, "a feature producing" or "a feature generates". The claim, it states, "a feature includes means for generating reports". It is unclear whether the feature is the means or if there is some other means. It is further unclear whether the Applicant is intending to invoke 112, Sixth Paragraph. If invoking 112, Sixth Paragraph, the means must be identified within the specification. In this case, there are no means indicated for generating a report.

Additionally, the limitation "an inventory information capture... " as written is vague and indefinite. It is unclear to the Examiner whether the inventory information capture is utilized to input information relating to self-storage units in one or more self-storage facilities or the inventory information capture is where information, relating to self-storage units, that was previously collected has been stored. For the purpose of examination, the Examiner will interpret the customer information capture as an

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interface. A similar analysis takes place for the claimed “customer information capture”, and as such the customer information capture will also be interpreted to be an interface.

Moreover, the limitation “wherein the reporting feature...generates reports for managing the operation of the storage facility, including reports for revenue, unit availability, reservations, open contracts, rent rolls and credit card information” as recited is vague and indefinite. It is unclear to the Examiner how reports that contain information for revenue, unit availability, reservations, open contracts, rent rolls and credit card information are generated from **only** information that was received from the customer information capture and the inventory information capture. Thus, it appears that a connection is missing between the information that was captured and the information that is output in the reports.

As per **claims 6-9**, the limitation “customer information capture” as recited is vague and indefinite as per the discussion above regarding claim 1. Appropriate correction is required.

As per **claims 13, 14, and 17-19**, the limitation “the reporting feature includes an audit report, a cash intake report, a receipt, a vacancy report, or facility utilization report” as recited is vague and indefinite. As discussed above with regards to claim 1, a feature is a property or behavior of a computer program. It is unclear how a reporting feature includes a report. Appropriate correction is required.

As per **claim 15**, the limitation “the reporting feature comprises data configured to be exported...” as recited is vague and indefinite. As discussed above with regards

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to claim 1, a feature is a property or behavior of a computer program. It is unclear how a feature comprises data. Appropriate correction is required

As per **claim 16**, the limitation "inventory information capture" as recited is vague and indefinite as per the discussion above regarding claim 1. Appropriate correction is required.

As per **claim 20**, the limitation "communication feature" as recited is vague and indefinite as per the discussion above of claim 1 with regard to a "reporting feature". Appropriate correction is required.

Claim Rejections - 35 USC § 103

8. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

9. **Claims 1, 6-8, 21, 22, and 24** are rejected under 35 U.S.C. 103(a) as being unpatentable over Hafen et al [US 2003/0023453].

As per **claim 1**, Hafen et al discloses an automated self-storage management system for enabling a user to conduct self-storage transactions [Abstract], the system comprising:

a business network of a plurality of self-storage facilities [0040-0042; Fig. 1; 0067], wherein the user is personnel of each self-storage facility and uses the business

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network to access inventory information and customer information of the plurality of self-storage facilities to generate reports for managing the operation of each self-storage facility [0063; 0064; 0068];

a server using an inventory information capture having a room inventory database and accessible to the user via a computer-terminal coupled to the server, wherein the room inventory database includes information pertaining to self-storage units located in the plurality of self-storage facilities of the business network [0067; 0093];

the server using a customer information capture in communication with the inventory information capture, accessible to the user via the computer-terminal coupled to the server, and having information pertaining to customers of the plurality of self-storage facilities of the business network [0078; 0099]; and

the server using a reporting feature in communication with the inventory information capture and the customer information capture and accessible to the user via the computer-terminal coupled to the server, wherein the reporting feature extracts and analyzes information from the room inventory database pertaining to self-storage units located in the plurality of self storage facilities of the business network and extracts and analyzes information from the customer information capture pertaining to customers and generates reports for managing the operation of the storage facility [0063; 0064; 0068; 0082; 0111].

Hafen et al does not explicitly disclose that the reports include reports for revenue, unit availability, reservations, open contracts, rent rolls and credit card

information. However, the difference between reports and reports for revenue, unit availability, reservations, open contracts, rent rolls, and credit card information are only found in the non-functional data contained within the report. The reports contain information which qualify as “descriptive material” since it is directed to the content of data, not structure, or an action or step. Further, the server generate the reports, however, the reports will be generated the same regardless of what data is contained within the report. Therefore, the system has not changed and as such the specific interpretation of the reports generated by the reporting feature does patentably distinguish the claimed invention, see *In re Ngai*, 70 USPQ2d 1862 (CAFC 2004); *In re Gulack*, 703 F.2d 1381, 1385, 217 USPQ 401, 404 (Fed. Cir. 1983); *In re Lowry*, 32 F.3d 1579, 32 USPQ2d 1031 (Fed. Cir. 1994). Therefore, it would also have been obvious to a person of ordinary skill in the art at the time of applicant’s invention to provide any type of report in the system taught by Hafen et al because the subjective interpretation of the reports does not patentably distinguish the claimed invention.

As per **claim 6**, Hafen et al further discloses wherein the customer information capture includes an authorized access identifier [0099].

As per **claim 7**, Hafen et al does not explicitly disclose wherein the customer information capture includes an emergency contact identifier. However, Hafen et al discloses collecting contact information from a customer [0098; 0099]. Although, Hafen does not explicitly disclose that the contact information is for an emergency it is obvious that since the customer is the user of the storage facility, if something of an emergency nature were to occur, the contact information of that customer would be used to notify

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the customer. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Hafen et al to include wherein the customer information capture includes an emergency contact identifier to facilitate retrieval of pertinent information.

As per **claim 8**, Hafen et al further discloses wherein the customer information capture includes a payment history [0098].

As per **claim 21**, Hafen et al further discloses comprising a letter generation feature [0104; 0105].

As per **claim 22**, Hafen et al further discloses wherein upon occurrence of a predetermined criteria, the system generates a customer letter [0104].

As per **claim 24**, Hafen et al further discloses wherein the letter pertains to a rate increase [0097].

10. **Claims 2, 9, 10, 16, 17, 20, and 31** are rejected under 35 U.S.C. 103(a) as being unpatentable over Hafen et al [US 2003/0023453] in view of McCarty et al [US 5,946,660].

As per **claim 2**, Hafen et al discloses an automated self-storage management system for enabling a user to conduct self-storage transactions [Abstract], the system comprising:

a business network of a plurality of self-storage facilities [0040-0042; Fig. 1; 0067], wherein the user is personnel of each self-storage facility and uses the business

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network to access inventory information and customer information of the plurality of self-storage facilities to generate reports for managing the operation of each self-storage facility [0063; 0064; 0068];

a server using an inventory information capture having a room inventory database and accessible to the user via a computer-terminal coupled to the server, wherein the room inventory database includes information pertaining to self-storage units located in the plurality of self-storage facilities of the business network [0063; 0064; 0068];

the server using a customer information capture in communication with the inventory information capture, accessible to the user via the computer-terminal coupled to the server, and having information pertaining to customers of the plurality of self-storage facilities of the business network [0063; 0064; 0068; 0082; 0111];

wherein one or both of the inventory information capture and customer information capture include information for managing the operation of the plurality of self-storage facilities [0063; 0064; 0068; 0082; 0111].

Hafen et al does not explicitly disclose wherein the information includes information on revenue, cash summaries, unit availability, facility utilization, reservations, open contracts, rent rolls and credit card information. However, the difference between information and information on revenue, cash summaries, unit availability, facility utilization, reservations, open contracts, rent rolls and credit card information are only found in the non-functional data contained within the information capture. The information capture contains information which qualify as “descriptive

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material” since it is directed to the content of data, not structure, or an action or step. However, the information capture will operate the same regardless of what data is contained within the capture. Therefore, the system has not changed and as such the specific interpretation of the information captured by the information capture does patentably distinguish the claimed invention, see *In re Ngai*, 70 USPQ2d 1862 (CAFC 2004); *In re Gulack*, 703 F.2d 1381, 1385, 217 USPQ 401, 404 (Fed. Cir. 1983); *In re Lowry*, 32 F.3d 1579, 32 USPQ2d 1031 (Fed. Cir. 1994). Therefore, it would also have been obvious to a person of ordinary skill in the art at the time of applicant’s invention to provide any type of information in the system taught by Hafen et al because the subjective interpretation of the information does not patentably distinguish the claimed invention.

Hafen et al does not disclose the server using a rental transaction feature in communication with the inventory information capture and customer information capture and accessible to the user via the computer-terminal coupled to the server, wherein the rental transaction feature creates a rental agreement using information from the inventory information capture and the customer information capture, and wherein the rental agreement involves a plurality of self-storage units. However, McCarty et al discloses a rental transaction feature in communication with the inventory information capture and customer information capture, wherein the rental transaction feature creates a rental agreement using information from the inventory information capture and the customer information capture, and wherein the rental agreement involves a plurality of self-storage units [col 6, lines 37-42; Col 5, lines 56-62; col 8, lines 11-27; Fig. 6]. It

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would have been obvious to one of ordinary skill in the art to include in the storage rental system of Hafen et al the ability to access a rental agreement as taught by McCarty et al since the claimed invention is merely a combination of old elements, and in the combination each element merely would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the results of the combination were predictable.

As per **claim 9**, Hafen et al does not disclose wherein the customer information capture includes a credit card identifier. However, McCarty et al discloses wherein the customer information capture includes a credit card identifier [col 8, lines 8-11; col 5, lines 10-12]. It would have been obvious to one of ordinary skill in the art to include in the storage rental system of Hafen et al wherein the customer information capture includes a credit card identifier as taught by McCarty et al since the claimed invention is merely a combination of old elements, and in the combination each element merely would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the results of the combination were predictable.

As per **claim 10**, Hafen et al does not disclose wherein the plurality of storage units comprises a first storage unit and a second storage unit. However, McCarty et al discloses wherein the plurality of storage units comprises a first storage unit and a second storage unit [col 8, lines 1-3], an automatic payment feature applied to the first storage unit [col 8, lines 6-12] and an invoicing feature applied to the second storage unit [col 11, lines 15-28]. It would have been obvious to one of ordinary skill in the art to include in the storage rental system of Hafen et al wherein an automatic payment

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feature is applied to the first storage unit and an invoicing feature is applied to the second storage unit as taught by McCarty et al since the claimed invention is merely a combination of old elements, and in the combination each element merely would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the results of the combination were predictable.

As per **claim 16**, Hafen et al does not disclose wherein the inventory information capture comprises a map. However, McCarty et al f discloses wherein the inventory information capture comprises a map [col 9, lines 55-56]. It would have been obvious to one of ordinary skill in the art to include in the storage rental system of Hafen et al wherein the inventory information capture comprises a map as taught by McCarty et al since the claimed invention is merely a combination of old elements, and in the combination each element merely would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the results of the combination were predictable.

As per **claim 17**, Hafen et al does not disclose wherein the reporting feature comprises a receipt for self-storage transactions. However, McCarty et al discloses wherein the reporting feature comprises a receipt for self-storage transactions [col 6, lines 37-42]. It would have been obvious to one of ordinary skill in the art to include in the storage rental system of Hafen et al wherein the reporting feature comprises a receipt for self-storage transactions as taught by McCarty et al since the claimed invention is merely a combination of old elements, and in the combination each element merely would have performed the same function as it did separately, and one of

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ordinary skill in the art would have recognized that the results of the combination were predictable.

As per **claim 20**, Hafen et al further discloses comprising a communication feature configured to allow communication between users [Fig. 1].

As per **claim 31**, Hafen et al discloses an automated self-storage management system for enabling a user to conduct self-storage transactions [Abstract], the system comprising:

a business network of a plurality of self-storage facilities [0040-0042; Fig. 1; 0067], wherein the user is personnel of each self-storage facility and uses the business network to access inventory information and customer information of the plurality of self-storage facilities to generate reports for managing the operation of each self-storage facility [0063; 0064; 0068];

a server using an inventory information capture having a room inventory database and accessible to the user via a computer-terminal coupled to the server, wherein the room inventory database includes information pertaining to self-storage units located in the plurality of self-storage facilities of the business network [0067; 0093];

the server using a customer information capture in communication with the inventory information capture, accessible to the user via the computer-terminal coupled to the server, and having information pertaining to customers of the plurality of self-storage facilities of the business network [0078; 0099]; and

the server using a reporting feature in communication with the inventory information capture and the customer information capture and accessible to the user via the computer- terminal coupled to the server, wherein the reporting feature extracts and analyzes information from the room inventory database pertaining to self-storage units located in the plurality of self storage facilities of the business network and extracts and analyzes information from the customer information capture pertaining to customers and generates reports for managing the operation of the storage facility [0063; 0064; 0068; 0082; 0111].

Hafen et al does not explicitly disclose that the reports include reports for revenue, unit availability, reservations, open contracts, rent rolls and credit card information. However, the difference between reports and reports for revenue, unit availability, reservations, open contracts, rent rolls, and credit card information are only found in the non-functional data contained within the report. The reports contain information which qualify as “descriptive material” since it is directed to the content of data, not structure, or an action or step. Further, the server generate the reports, however, the reports will be generated the same regardless of what data is contained within the report. Therefore, the system has not changed and as such the specific interpretation of the reports generated by the reporting feature does patentably distinguish the claimed invention, see *In re Ngai*, 70 USPQ2d 1862 (CAFC 2004); *In re Gulack*, 703 F.2d 1381, 1385, 217 USPQ 401, 404 (Fed. Cir. 1983); *In re Lowry*, 32 F.3d 1579, 32 USPQ2d 1031 (Fed. Cir. 1994). Therefore, it would also have been obvious to a person of ordinary skill in the art at the time of applicant’s invention to

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provide any type of report in the system taught by Hafen et al because the subjective interpretation of the reports does not patentably distinguish the claimed invention.

Hafen et al does not disclose the server using a rental transaction feature in communication with the inventory information capture and customer information capture and accessible to the user via the computer-terminal coupled to the server, wherein the rental transaction feature creates a rental agreement using information from the inventory information capture and the customer information capture, and wherein the rental agreement involves a plurality of self-storage units. However, McCarty et al discloses a rental transaction feature in communication with the inventory information capture and customer information capture, wherein the rental transaction feature creates a rental agreement using information from the inventory information capture and the customer information capture, and wherein the rental agreement involves a plurality of self-storage units [col 6, lines 37-42; Col 5, lines 56-62; col 8, lines 11-27; Fig. 6]. It would have been obvious to one of ordinary skill in the art to include in the storage rental system of Hafen et al the ability to access a rental agreement as taught by McCarty et al since the claimed invention is merely a combination of old elements, and in the combination each element merely would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the results of the combination were predictable.

11. **Claim 11** is rejected under 35 U.S.C. 103(a) as being unpatentable over Hafen et al [US 2003/0023453] in view of McCarty et al [US 5,946,660] as applied to claim 2 above, and in further view of Vasquez et al [article entitled Housing Crunch...Leave Area] .

As per **claim 11**, Hafen et al does not disclose comprising a transfer feature that transfers a customer from an occupied self-storage unit to a vacant self-storage unit. However, Vasquez et al discloses transferring a customer from an occupied apartment (i.e., rental unit) to a vacant apartment [pg. 1, para. 3]. Vasquez shows that transferring from one rental unit to another was known in the prior art at the time of the invention. It would have been obvious to one of ordinary skill in the art at the time of the invention to have transferred a user from one rental unit to another by including a transfer means as in Vasquez in the system executing the method of Hafen et al. As in Vasquez, it is within the capabilities of one of ordinary skill in the art to install associated software for transferring to Hafen's personal computer with the predicted result of meeting the customer's satisfaction requirements as needed in Hafen et al.

12. **Claim 12** is rejected under 35 U.S.C. 103(a) as being unpatentable over Hafen et al [US 2003/0023453] in view of McCarty et al [US 5,946,660] and Vasquez et al [article entitled Housing Crunch...Leave Area] as applied to claim 11 above, and further in view of Official Notice and Inomata [US 6,999,825].

As per **claim 12**, Hafen et al does not disclose comprising a fee calculator that calculates a prorated rent for the occupied room and a prorated rent for the vacant

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room. However, Inomata discloses a fee calculator for rental of a storage unit [col 13, lines 19-26]. Furthermore, the Examiner takes Official Notice that it is old and well known in the rental industry at the time of the invention to pay only for the time in which you occupy a room. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Hafen et al to include comprising a fee calculator that calculates a prorated rent for the occupied room and a prorated rent for the vacant room so that a user is not overcharged.

13. **Claim 13** is rejected under 35 U.S.C. 103(a) as being unpatentable over Hafen et al [US 2003/0023453] in view of Taylor [US 2002/0010601].

As per **claim 13**, Hafen et al does not disclose wherein the reporting feature includes an audit report. However, Taylor discloses a method of renting a unit wherein an audit report is generated [0043]. It would have been obvious to one of ordinary skill in the art to include in the storage rental system of Hafen et al the ability to generate an audit report as taught by Taylor since the claimed invention is merely a combination of old elements, and in the combination each element merely would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the results of the combination were predictable.

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14. **Claims 14 and 18** are rejected under 35 U.S.C. 103(a) as being unpatentable over Hafen et al [US 2003/0023453] in view of Gale et al [US 2001/0025250].

As per **claim 14**, Hafen et al does not disclose wherein the reporting feature includes a cash intake report. However, Gale et al discloses a storage rental system that generates a cash intake report [0117; 0126]. It would have been obvious to one of ordinary skill in the art to include in the storage rental system of Hafen et al the ability to generate an cash intake report as taught by Gale et al since the claimed invention is merely a combination of old elements, and in the combination each element merely would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the results of the combination were predictable.

As per **claim 18**, Hafen et al does not disclose wherein the reporting feature comprises a vacancy report. However, Gale et al discloses a storage rental system that generates a vacancy report [0128]. It would have been obvious to one of ordinary skill in the art to include in the storage rental system of Hafen et al the ability to generate an vacancy report as taught by Gale et al since the claimed invention is merely a combination of old elements, and in the combination each element merely would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the results of the combination were predictable.

15. **Claim 15** is rejected under 35 U.S.C. 103(a) as being unpatentable over Hafen et al [US 2003/0023453] in view of Gross [US 6,721,716].

As per **claim 15**, Hafen et al does not disclose wherein the reporting feature comprises data configured to be exported to an external financial database. However, Gross discloses exporting financial data from rental transactions [col 22, lines 21-27]. It would have been obvious to one of ordinary skill in the art to include in the storage rental system of Hafen et al the ability to export data to an external financial database as taught by Gross since the claimed invention is merely a combination of old elements, and in the combination each element merely would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the results of the combination were predictable.

16. **Claim 19** is rejected under 35 U.S.C. 103(a) as being unpatentable over Hafen et al [US 2003/0023453] in view of Brady [US 2004/0088318].

As per **claim 19**, Hafen et al does not disclose a facility utilization report including facility revenue and occupancy information for evaluating the effect of a rental rate change on facility revenue. However, Brady discloses a unit rental system which generates a report including facility revenue and occupancy information [0108]. It would have been obvious to one of ordinary skill in the art to include in the storage rental system of Hafen et al the ability to export data to an external financial database as taught by Gross since the claimed invention is merely a combination of old elements, and in the combination each element merely would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the

results of the combination were predictable. Further, the recited statement of intended use, for evaluating the effect of a rental rate change on facility revenue, does not patentably distinguish the claimed invention. A claim containing a "recitation with respect to the manner in which a claimed apparatus is intended to be employed does not differentiate the claimed apparatus from a prior art apparatus" if the prior art apparatus teaches all the structural limitations of the claim. *Ex parte Masham*, 2 USPQ2d 1647 (Bd Pat. App. & Inter. 1987).

17. **Claim 23** is rejected under 35 U.S.C. 103(a) as being unpatentable over Hafen et al [US 2003/0023453] as applied to claim 22 above, and further in view of Official Notice.

As per **claim 23**, Hafen et al does not disclose wherein the letter pertains to an overdue fee. However, Hafen et al et al discloses that a delinquent notice is sent according to a schedule [0104]. However, Hafen et al discloses that a delinquent notice is sent according to a schedule [0104]. Furthermore, the Examiner takes Official Notice that it is old and well known in the art at the time of the invention that a delinquency notice contains an overdue fee. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Hafen et al to include wherein the letter pertains to an overdue fee so that the user is aware of how much he/she is responsible for paying.

18. **Claim 25** is rejected under 35 U.S.C. 103(a) as being unpatentable over Hafen et al [US 2003/0023453] as applied to claim 22 above, and further in view of Petkovsek [US 2002/0111923].

As per **claim 25**, Hafen et al does not disclose wherein the letter pertains to an eviction. However, Petkovsek discloses generating a letter that pertains to an eviction from a rental unit [0047]. It would have been obvious to one of ordinary skill in the art to include in the storage rental system of Hafen et al the ability to generate a letter pertaining to an eviction as taught by Petkovsek since the claimed invention is merely a combination of old elements, and in the combination each element merely would have performed the same function as it did separately, and one of ordinary skill in the art would have recognized that the results of the combination were predictable.

Conclusion

19. Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire **THREE MONTHS** from the mailing date of this action. In the event a first reply is filed within **TWO MONTHS** of the mailing date of this final action and the advisory action is not mailed until after the end of the **THREE-MONTH** shortened statutory period, then the

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shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to SHANNON S. SALIARD whose telephone number is (571)272-5587. The examiner can normally be reached on Monday - Friday, 8:00 am - 4:30 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John W. Hayes can be reached on 571-272-6708. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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Randolph Building, 401 Dulany Street, Alexandria, VA 22314

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